

Companion App setup

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Due to the bandwidth required for Telehealth's video, Zedmed Cloud users open the Telehealth screen in a web browser on their local computer. To streamline this process, Zedmed's Companion App runs in a web browser and is used to monitor the Clinical Waiting room and initiate Telehealth sessions.

This guide explains how to provision access to the Companion App. The steps are performed by the practitioner and repeated for each branch they require access to. For example, if a practitioner runs Telehealth consultations for bookings made at two clinics, the steps below will be performed for each clinic so the practitioner can switch between clinics in the app.

Requirements

- Zedmed 38.5 or later.
- **Telehealth** is enabled for the practice.
- **Single Sign-On** is enabled, so practitioners can log into the Companion App.

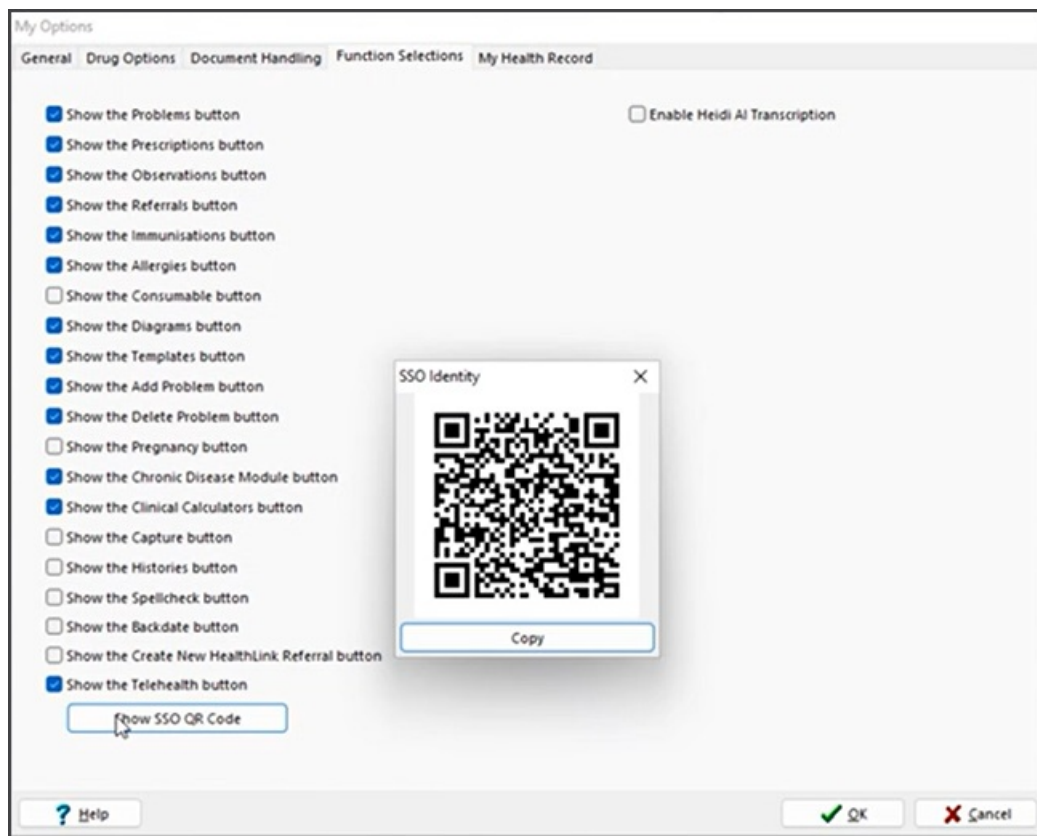
Set up the Companion App

These steps add a clinic to the practitioner's Companion App using a QR code from that clinic's Zedmed server.

To add a clinic:

1. In **Clinical**, select the practitioner's **My Options**.
2. Select the **Function Selections** tab.
3. Tick **Show the Telehealth button**.
4. Select **Show SSO QR Code**.

A QR code will display. The code is used to add this clinic to the practitioner's Companion App in step 7.

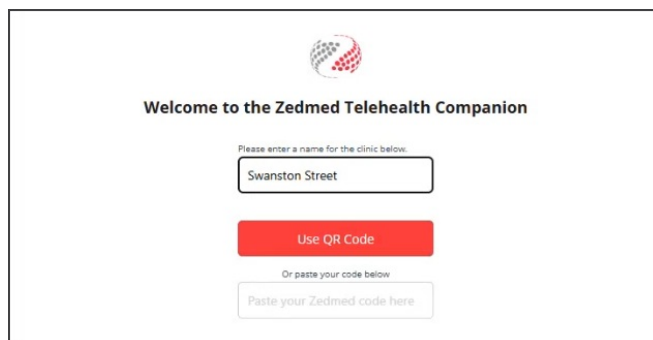


5. Open the **Companion App** using the URL: <https://companion.tele-health.systems/>

The first time the App opens, it will prompt you to enter a name for the clinic you are setting up.

6. Enter the clinic name.

When adding another clinic, log in to the Companion App, select the top-right icon then Add Clinic.



7. Enter the clinic's QR code to the Companion App using either of these two options:

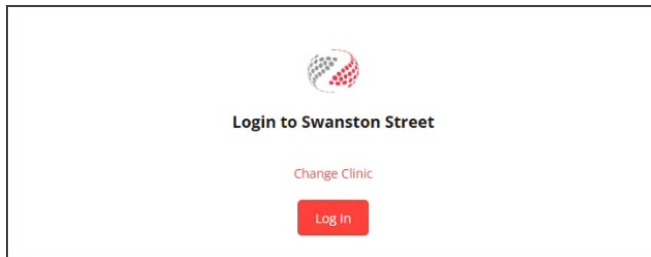
Option 1 - Paste the code (If the Companion App and QR code are on the same device).

- a) Select **Copy** on the QR code in the Function Selection screen (see step 4).
- b) Paste the code into the field provided on the Companion App and select **Go**.

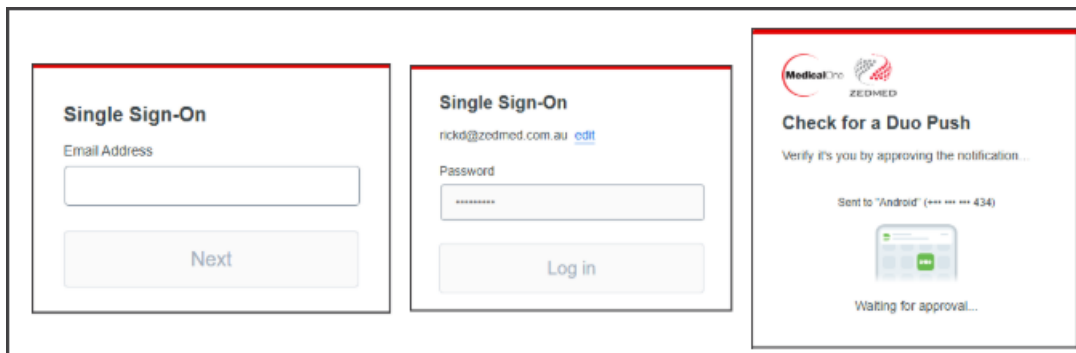
Option 2 - Scan the code (If the Companion App and QR code are on different devices).

- a) On the device, tap the **Use QR Code** button.
- b) Use the device's camera to scan the **QR code** from the Function Selections screen. (see step 4).

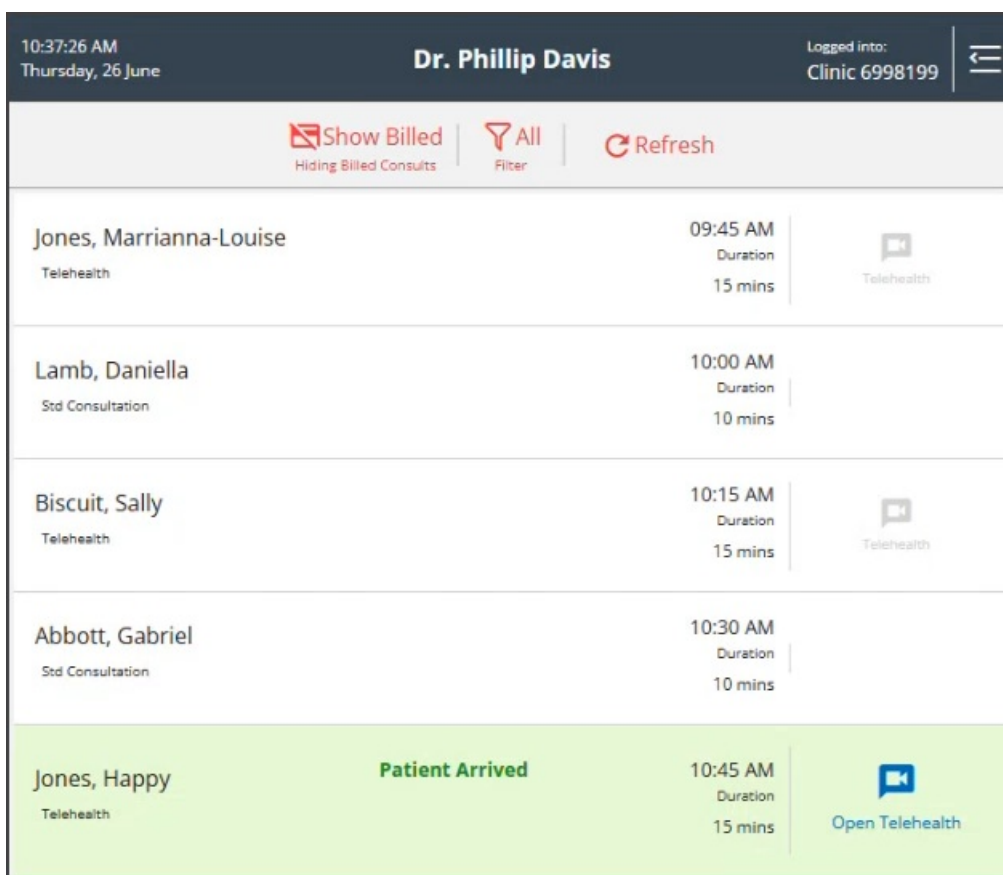
8. Select **Log In**.



9. Your mobile phone will prompt you to authenticate using SSO.



10. The Companion App will open and display the patients with bookings at that clinic.



11. Bookmark the Companion App.

You can now initiate Telehealth consultations from the app. To learn more, see the [Telehealth user guide](#).

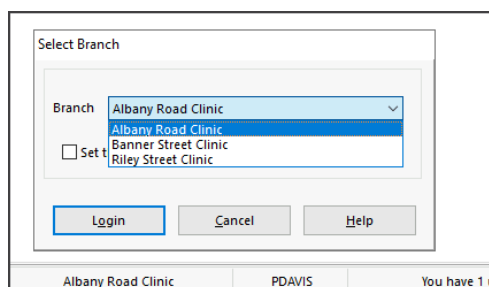
Adding additional clinics

If the practitioner conducts Telehealth sessions for appointments made at multiple clinics (with separate Zedmed databases), each clinic needs to be added to the Companion App.

To add another clinic:

1. Close Clinical.
2. Form Office, log in to the clinic (branch) to be added.

You can swap clinics in the Office using F3.



3. Reopen Clinical.
4. Repeat the steps in this guide for the new clinic.
5. For step 6, the new clinic name field is opened as follows:

- a) Log in to the Companion App.
- b) Select the top-right icon.
- c) Select **Add Clinic**.

